Integrated Adult Community Services Event – Creating the whole picture …
HOUSE-KEEPING

Karen Tordoff
Head of Service Redesign

Jackie Moran
Head of Contracting, Performance and Quality
Logistics & housekeeping for this afternoon:

- Emergency situation & evacuation
- Toilets
- Tea & coffee
- Consent – photographs
- Agenda – we will go through shortly …
- Delegate pack: minor changes to the marketplace map
WELCOME

John Caine
West Lancashire CCG Chair
Introduction and Welcome

What is the purpose of today?

- To build on the work which started at the bidder event on 30\textsuperscript{th} September 2015 re: turning interest parties into bidders – particularly the crucial role of the \textit{Jigsaw Pieces}
- To provide an update on where the procurement is up to
- Another opportunity for us to listen to you and consider your thoughts & views …

What shape will this afternoon be?

- Background and context: brief reminder of how we got to where we are today and why we are all here
- Approach of this afternoon – INTERACTIVE! Speed dating, Countdown and much more …
Agenda for the afternoon -

1. Background and context
2. Speed dating
3. Tea and coffee - break
4. Marketplace
5. Q&A with CCG panel & - John Caine, Chair, Next Steps - Claire Heneghan, Chief Nurse - Jackie Moran, Head of Contracting, Quality & Performance
BACKGROUND TO PROCURING COMMUNITY SERVICES

Claire Heneghan
Chief Nurse
MAHATMA GANDHI ONCE SAID

THE FUTURE DEPENDS ON WHAT WE DO IN THE PRESENT
How have we got to this point?

Public Engagement

Stakeholder Engagement

Working with partners

Testing the market
Guiding Principles

- Total Place
- Outcomes for People
- Planned Coordinated Care
- Care in a Crisis
- Collective Accountability
- Telling My Story Once
- Whole System Enablers
- Neighbourhood / Population Based Integration

Guiding Principles

With you. For you.

West Lancashire
Clinical Commissioning Group
The vision for the West Lancashire system 2020

Extensive GP, patient and carer engagement…

• “More services are available closer to my own home”
• “I’ve had fewer admissions to hospital over the last year” & know how to look after myself
• “I know when my condition is worsening and who I should contact”
• “I know the team who support me and they know me”
• “The people who support me work as a team”
• “I didn’t have to wait long to get out of hospital”
What we expect…

• Formalising closer engagement with GPs as partners, providers and commissioners
• Targeted early intervention and enablement
• Maximising links to mental health services to support long term conditions and frailty
• Managing relationships with hospital partners … promoting collaboration not competition
• Maximising use of IT to enable joined up care
• Knowing the outcomes and knowing when we get it right
• Social care, care homes and local communities as key partners

Care wrapped around the person; person-centred care
Our procurement journey so far …

**Continual engagement** – listening to what our local population our telling us. Examples: Initial bidder event 30th Sept., Community Services survey, attendance at various forums.

**Vision document and IT strategy** – both updated to incorporate views heard thus far e.g. ‘bubbles’ on your tables today.

**Procurement route** – Agreement for Competitive Dialogue approach. This will enable us to take account of the views of others and factor them into the procurement as we go along.
**Procurement scope – Lot 1**

This LOT is focussed on the delivery of integrated community services structured in a way so as to deliver the clinical vision building on the three pillars of our strategy of; collective accountability, care co-ordination and population management, demonstrating how services will be provided sensitive to local health and service need, addressing health inequalities, wrapped around the patient focussed on our neighbourhoods.

The scope of this LOT is expected to include the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Therapies – OT</td>
<td>Appliances</td>
</tr>
<tr>
<td>Adult Therapies – SALT</td>
<td>Chronic Care Co-ordinators</td>
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<td>Adult Therapies – Neuro rehab</td>
<td>CERT</td>
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<tr>
<td>Adult Therapies – physiotherapy</td>
<td>care co-ordination</td>
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<tr>
<td>Geriatrician / Extensivist / GPwSIs / Advanced Nurse Practitioners community support</td>
<td>Cardiac Rehab</td>
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<tr>
<td>Community matrons</td>
<td>Community IV Therapy service</td>
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<tr>
<td>Community Respiratory &amp; oxygen services</td>
<td>Community Heart Failure Service</td>
</tr>
<tr>
<td>Diabetes</td>
<td>Continence and urology</td>
</tr>
<tr>
<td>Discharge Coordinators / facilitation team</td>
<td>District nurses (domiciliary &amp; clinic based)</td>
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<tr>
<td>Dietetics</td>
<td>Falls team</td>
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<tr>
<td>Lymphoedema services</td>
<td>Palliative Care</td>
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<tr>
<td>Phlebotomy</td>
<td>Podiatry</td>
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<tr>
<td>Pulmonary rehab</td>
<td>rehab step up/step down beds</td>
</tr>
<tr>
<td>Single point of access</td>
<td>Stoma Care</td>
</tr>
<tr>
<td>Stroke rehab</td>
<td>Tissue viability</td>
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This LOT is focussed on the delivery of the urgent care part of vision for our new model of care in west Lancashire which offers a reliable and comprehensive alternative to A&E but works cohesively and integrates thoroughly with the delivery of integrated community care, particularly the urgent care element.

The scope of this LOT is expected to cover
- General Practice out of hours service
- Walk in centres
- Acute Visiting Service.

As well as meeting the overall four main outcomes of this procurement, it is proposed that this LOT will contribute to the delivery of a more efficient and effective urgent care system which results in a reduction in attendance at A&E and educates patients as to their right place to access the right care at the right time.

Cohesive with the community services LOT, this urgent care LOT may want to consider how to provide alternatives locations for ambulatory care sensitive conditions to reduce the need for hospital attendance / admission.
## Procurement timescales

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>OJEU</td>
<td>11th December 2015</td>
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<tr>
<td>Pre-qualification questionnaire</td>
<td>14&lt;sup&gt;th&lt;/sup&gt; December 2015</td>
</tr>
<tr>
<td>ITPD</td>
<td>17&lt;sup&gt;th&lt;/sup&gt; February 2016</td>
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<tr>
<td>Dialogue Discussions</td>
<td>March – July 2016</td>
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<tr>
<td>ISFT</td>
<td>August 2016</td>
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<tr>
<td>Contract Awarded</td>
<td>September 2016</td>
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<tr>
<td>Mobilisation</td>
<td>Sept. - 31&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
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<tr>
<td>‘Go Live’</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; April 2017</td>
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Speed dating …
Session 1: Speed dating
(on a larger scale …) -

- Mathematical nightmare – role of colleagues, Head of CCG Finance, Mum…!

- Purpose – so everyone has the opportunity to meet everyone: Everyone’s voice is heard

- How will it work (best laid plans …) –
  - 1 rep per organisation
  - Tables
  - Badges
  - Notes page
  - Rotation
  - Timings; horn, countdown, table timekeeper
BREAK

Tea & coffee served in the walk through
Marketplace
Q&A with CCG panel
Next steps & Thank you